

CHILD Profile Goals and Performance Measures - 2002

Health Promotion

Goals

- By June 30, 2001, DOH will increase to 90% the proportion of parents with young children (ages birth to 3 years, born in WA State) sent the CHILD Profile health promotion materials.
- By June 30, 2004, DOH will increase to 90% the proportion of parents with young children (ages birth to 6 years, born in WA State) sent the CHILD Profile health promotion materials.

Performance Measures

1. Efficiencies:

Weekly Reports:

Parents who want to correct a name or address, did not receive materials, need the materials in another language, or do not wish to participate in CHILD Profile health promotion (from HMHB to PHSKC).

Monthly Reports

- The percentage of the 0 to 6 population being sent CHILD Profile health promotion materials
- The percentage of the 0 to 3 population being sent CHILD Profile health promotion materials
- Month, year to date and last year comparison for the following data
 - Total number of health promotion mailings sent to parents statewide
 - Total number of client records created from birth certificates
 - The total number of duplicate demographic records resolved, for the month and year to date
 - Total number of address corrections
- Number and title of materials translated into Spanish and other languages
- Number identified wanting Spanish materials.

Quarterly Reports

- Average time between a child's birth and establishment of a registry record
- Average time to receive notification of deaths
- Address degradation over time
- Reason for call per County of residence (from HMHB)

2. Quality – Quarterly Reports

- Team-building, cross-training, and cultural competency activities conducted
- Use of the *CHILD Profile Materials Development Methodology* and/or parent satisfaction survey findings in the revision and development of materials, and the number and title of materials revised or developed
- Number, content, and outcome of calls or other communications from parents
- Coordination with other contractors and programs
- Participation and/or presentation in association meetings or conferences

- Description of changes to the *CHILD Profile Comprehensive Evaluation Plan* and coordination of activities
- Evaluation tools developed and activities implemented (monthly)
- Status of parent and professional in-put on translation of materials (monthly)
- Successes and difficulties in assuring good quality translations (monthly)

3. *Outcomes – Quarterly Reports*

- Recognition received
- Partnerships sought and partnerships attained
- Analysis and findings of evaluation activities conducted

Immunization Registry

Goal

By June 30, 2006, increase to 95% the proportion of children who participate CHILD Profile's fully operational¹, population-based immunization registry.

Performance Measures

1. *Efficiencies*

- *Monthly Immunization Registry Key Indicators Report* describing:
 - Comparison of children birth to 5 w/1 or more and w/2 or more immunizations in the registry (in WA and in each county)*
 - Comparison of children 19 – 35 months w/ 1 or more and w/ 2 or more immunizations in the registry (in WA and total)*
 - Completeness of registry data for children 19 – 35 months of age (in WA and in each county)*
- *Quarterly Immunization Registry Key Indicators Report* describing:
 - Year to date increase in health plan and provider contracts (public and private) in comparison to the total number of sites and the percentages of sites submitting data*
 - Overall increase of individuals in the immunization registry
 - Overall increase of immunization events in the registry
- Quarterly Reports:
 - Quarter and year to date total of promotion and demonstration activities

¹ A fully operational population-based registry includes capabilities to (1) protect confidential information, (2) enroll all children at the State or community level automatically at birth, (3) give providers access to complete vaccination history, (4) recommend needed vaccinations, (5) notify children who are due and overdue for vaccinations, (6) assess practice and geographic-level coverage, and (7) produce authorized immunization records.

- Total listing of contractors currently submitting data and those not submitting data
- Quarter and year to date number of trainings conducted
- Number and type of quality assurance activities conducted including user group meetings and provider satisfaction surveys administered
- Number, type, and outcome of help-desk calls
- Duplicate immunization records resolved compared to duplicate records identified

2. *Quality – Quarterly Reports*

- Team-building, cross-training, and cultural competency activities conducted
- Participation in local and state coalition meetings
- Newsletters produced and description of other publications or presentations
- Participation and/or presentation in association meetings or conferences
- Description of new or revised methods for assuring quality of data in the immunization registry
- Revisions made to the recommendation algorithm
- Analysis of the immunization registry in comparison to user/provider needs, established standards, and recommendations for modifications
- Participation and/or presentation in association meetings or conferences
- Description of changes to the *CHILD Profile Comprehensive Evaluation Plan* and coordination of activities
- Evaluation tools developed and activities implemented

3. *Outcomes – Quarterly Reports*

- Description of findings from help-desk calls, user group meetings, and provider satisfaction surveys and recommended system modifications
- Description of external relation issues
- Recognition received
- Analysis and findings of evaluation activities conducted

Information Technology:

1. *Efficiencies:*

Monthly Reports

- Network, database and application standards developed and implemented and work conducted
- Log of service requests, completion dates, and notations of issues in completing work
- Brief description of Ad hoc queries and reports developed
- Help-desk and training activities participated in

- Month and year to date total of batch loads performed, number of records, rejected records/batches, errors, and origination of batch
- Month and year to date total of data extractions, number of records, purpose of extraction, and name of individual/group requesting
- Month and year to date total of providers connected to the immunization registry
- Number, content and outcome of requests for information received via the CHILDP Profile web site
- Number and types (by domain name extension) of persons accessing web site

2. *Quality - Quarterly Reports*

- Team-building, cross-training, and cultural competency activities conducted
- Descriptions of security status, activities conducted, and outstanding issues
- Description of support provided to internal staff on data and application issues
- Analysis of the CHILDP Profile information system in comparison to provider needs, established standards, and recommendations for modifications
- Description of improvements to processes and procedures designed to provide disaster recovery ability
- Updates to the CHILDP Profile operations/procedures manuals; systems level and other documentation manuals; and the CHILDP Profile data and database documentation
- Description of program analysis, application development, and process improvement work participated in or completed
- Description of work done to improve the CHILDP Profile web site and modifications made (monthly)

3. *Outcomes – Quarterly Reports*

- Description of information technology related findings from help-desk calls, user group meetings, and provider satisfaction surveys and recommended system modifications
- Recognition received